

2016

USC Verdugo
Hills Hospital

Keck Medicine of **USC**



USC Verdugo Hills Hospital

Annual Report and Plan for **COMMUNITY BENEFIT**

Fiscal Year 2016

Submitted to:
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MISSION STATEMENT

At USC Verdugo Hills Hospital our mission is to provide personalized, high-quality health care relevant to our patient community.

ABOUT USC VERDUGO HILLS HOSPITAL

USC Verdugo Hills Hospital began in 1947 as Behrens Memorial Hospital. Rather than expand the Behrens facility, a new hospital was built on the hilltop land donated by the Greene family. In 1972, Verdugo Hills Hospital was created serving patients in the cities of Glendale and La Cañada Flintridge, as well as the surrounding Foothill communities of Southern California.

In 2013, Verdugo Hills Hospital partnered with the University of Southern California (USC), creating USC Verdugo Hills Hospital. USC Verdugo Hills became part of Keck Medicine of USC, which includes the Keck Medical Center of USC, USC Norris Cancer Hospital and Keck School of Medicine of USC.

USC Verdugo Hills Hospital is a 158-bed nonprofit community hospital. Services include a 24-hour emergency room staffed by USC faculty physicians; a primary stroke center; bariatric and minimally invasive surgery; OB-GYN and infant services; orthopaedic surgery; occupational, physical and speech therapy; cardiac rehabilitation; and imaging and diagnostic services including mammograms, magnetic resonance imaging (MRI), CT scans and angiograms.

COMMUNITY HEALTH NEEDS ASSESSMENT

In 2016, USC Verdugo Hills Hospital conducted a Community Health Needs Assessment (CHNA) as required by state and federal law. California Senate Bill 697 and the Patient Protection and Affordable Care Act and IRS section 501(r)(3) direct tax exempt hospitals to conduct a CHNA and develop an Implementation Strategy every three years. This Community Health Needs Assessment was carried out in partnership with Glendale Adventist Medical Center and Glendale Memorial Hospital and Health Center. The Community Health Needs Assessment and the sources of data can be accessed at <http://uscvhh.org/giving/community-benefit>.

USC Verdugo Hills Hospital is located at 1812 Verdugo Boulevard, Glendale, California 91208. The hospital serves the communities of Altadena, Eagle Rock, Glendale, Highland Park, La Cañada Flintridge, La Crescenta, Montrose, Pasadena, Sunland, Sylmar, Tujunga, and Verdugo City. These communities are located in Service Planning Areas (SPAs) 2, 3 and 4 in Los Angeles County.

Methodology

The CHNA incorporated components of primary data collection and secondary data analysis that focus on the health and social needs of the service area. Secondary data were collected from a wide range of local, county, and state sources. Two focus groups were convened to obtain information and opinions from 48 persons who represented the broad interests of the community served by the hospital. Participants in the focus group included individuals who are leaders and representatives of medically underserved, low-income, minority and chronic disease populations, or regional, state or local health or other departments or agencies that have current data or other information relevant to the health needs of the community served by the hospital facility.

PRIORITY HEALTH NEEDS

The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources. The identified significant health needs were prioritized with input from the community at a Prioritization Forum. The community input resulted in the following list of prioritized health needs, and their designation as a driver or an outcome:

Prioritized Health Needs, Separated by Outcomes and Drivers

Rank	Health Outcomes
1	Mental Health
2	Obesity/Overweight
3	Substance Abuse
4	Diabetes
5	Cardiovascular Disease
6	Cancer
7	Stroke
8	Communicable/Infectious Diseases
9	Sexual Health / Sexual Transmitted Diseases

Rank	Health Drivers
1	Homelessness and Housing
2	Substance Abuse
3	Poverty
4	Access to Health Care
5	Dental Care
6	Violence/Injury/Safety
7	Preventive Wellness
8	Geriatric Support
9	Transportation

COMMUNITY BENEFIT SERVICES SUMMARY

COMMUNITY HEALTH IMPROVEMENT SERVICES

Activities carried out to improve community health.

Community Health Education

Health Education Seminars

Throughout the year, the hospital provided health education sessions available to the public. Sessions focused on topics including: stroke prevention, senior wellness, fall prevention, maternal and infant health, breast cancer, nutrition, hip and knee replacement, spine care, and cardiovascular disease risk factors. Health education reached over 1,330 persons.

Community CPR

Classes available to the community taught hands free CPR, infant CPR and CPR renewal; 449 persons were reached.

BEGINNINGS Early Pregnancy Class

As part of the hospital's Family Education Program, classes addressed pregnancy-related health topics, including nutrition, common discomforts of pregnancy, relaxation techniques and baby's development in the womb. Over 145 individuals attended. The classes are offered monthly and are open to the public. A decision to deliver at the hospital is not required to participate.

New Mothers Forum Support Group

As part of the hospital's Family Education Program, weekly discussion groups are open to the public and are offered to help new mothers ease through the adjustments of motherhood. The support group is facilitated by a family education program instructor. Over 175 individuals were served.

Breastfeeding Support Group

This support group offered breast-feeding advice and support to new mothers. The support group is facilitated by a lactation specialist. Open free to the public, babies in arms are welcomed. A total of 249 individuals were served.

Bariatric Support Meeting

As part of the hospital-based bariatric program, free monthly support meetings were offered. Led by our bariatric surgeons, they helped community members learn about ways they can improve their quality of life through reaching their weight-loss goal, and

decrease health risk factors that lead to obesity. This program reached over 30 individuals.

Community Support Groups

Health and wellness support groups and programs for local organizations encompassing a variety of health-related issues meet regularly at the hospital.

Foothills Community Business Expo

USC Verdugo Hills Hospital hosted the annual tri-chamber Foothills Community Business Expo. The event offered community members health care educational information. More than 90 individuals received information.

Health Festivals and Health Fairs

USC Verdugo Hills Hospital participated in the Glendale Health Festival, theYMCA of the Foothills Senior Health Fair and hosted a community health fair. The hospital provided health education, resource information and referrals to health and community services. Over 1,000 individuals were reached.

Health Awareness Events

USC Verdugo Hills Hospital was a major sponsor and actively participated in the American Heart Association and American Stroke Association disease awareness walks, and the American Cancer Society Relay for Life. The hospital participated in the events and hosted educational booths, providing the public with risk prevention and disease management information.

Community Based Clinical Services

La Cañada Unified School District TB Tests

USC Verdugo Hills Hospital, together with the La Cañada Parent Teacher Association (PTA) Council, administered free TB screenings to La Cañada Unified School District (LCUSD) parent volunteers. This community program served 199 persons.

American Red Cross Blood Drives

The hospital coordinated four community blood drives by recruiting donors and scheduling appointments in collaboration with the American Red Cross. As a result of the blood drives, 181 units of blood were collected.

Influenza Immunization Clinic

USC Verdugo Hills Hospital offered free flu vaccines in the community. More than 1,500 vaccines were administered.

Mammogram Screenings

USC Verdugo Hills Hospital offered 200 low-cost mammogram screenings.

Health Care Support Services

Transportation Services

Taxi vouchers were made available to patients and families for whom transportation is a barrier to accessing care. A total of 278 persons were served.

Health Library

Keck Medicine of USC provided access to an electronic health library available to the public on its website. The site provides information on health conditions, wellness and prevention.

HEALTH PROFESSIONS EDUCATION

Educational programs for physicians and medical students, nurses and nursing students, and other health care professionals and students.

Graduate Medical Education

The USC Hospitals are clinical settings for Interns, Residents and Fellows from the USC Keck School of Medicine. Clinical faculty at the Keck School of Medicine direct a broad range of accredited residency and fellowship training programs.

Nursing Education

472 nursing students from California State University Los Angeles, West Coast University, Pasadena City College, Azusa Pacific University, California State University Dominguez Hills, and Glendale Community College were precepted by the VHH nursing staff.

Other Health Professions Education

Staff at the hospital served as clinical preceptors for a number of health professions students.

Surgery

10 instrument and surgical technician students from Glendale Community College were precepted.

Radiology

2 students from Pasadena Community College were Precepted by Radiology Technicians.

Physical Therapy

2 USC undergraduate students seeking admission to the USC School of Physical Therapy were precepted at the hospital.

Occupational Therapy

6 students from USC were supervised by an Occupational Therapist.

Pharmacy

4 students from the USC School of Pharmacy were precepted by a Pharmacist.

Continuing Education

The hospital hosted a number of education events made available to health providers throughout the hospital staff and the provider community.

Monthly Case Managers Breakfast Meetings are held at USC Verdugo Hills Hospital featuring guest speakers on various health topics, including mental health and wound care.

RESEARCH

Clinical and community health research, and studies on health care delivery that are generalizable, shared with the public and funded by the government or a tax-exempt entity; does not include the costs of proprietary research.

Clinical trials take place at the USC Health Sciences Campus. Administration and oversight are provided for all research studies that involve Hospital patients and facilities.

CASH AND IN-KIND DONATIONS

Funds and in-kind services donated to community groups and other nonprofit organizations.

USC Verdugo Hills Hospital offered cash donations and sponsorships to nearly 20 community organizations that support community health improvement efforts.

COMMUNITY BUILDING ACTIVITIES

Activities that support community organizations by offering the expertise and resources of the hospital.

Community Support

Staff members at USC Verdugo Hills Hospital are active community members. They participate in a number of initiatives that support the community at large.

Coalition Building and Advocacy

Hospital representatives serve on a number of local, regional and state level organizations and committees that address health improvement and support professional health organizations. USC Verdugo Hills Hospital engages in advocacy efforts that support access to health care.

Glendale Healthier Community Coalition

The Glendale Healthier Community Coalition (GHCC) plans and implements projects to promote disease prevention, health education, clean and safe environments, adequate housing, quality education, and community revitalization. The GHCC mission statement embraces a broad definition of health, which includes the wider spectrum of environmental influences impacting the community's well-being.

FINANCIAL SUMMARY OF COMMUNITY BENEFIT

USC Verdugo Hills Hospital, Keck Hospital of USC, and USC Norris Cancer Hospital community benefit funding for FY16 (July 2015 – June 2016) are reported as a combined entity and summarized in the table below.

Community Benefit Categories	Net Benefit
Charity Care Financial Assistance ¹	\$5,399,312
Unpaid Costs of Medi-Cal and Other Means Tested Government Programs ²	\$42,166,529
Health Professions Education and Research ³	\$24,431,345
Other for the Broader Community ⁴	\$1,247,641
TOTAL COMMUNITY BENEFIT PROVIDED Excluding Unpaid Costs of Medicare	\$73,244,827
Unpaid Costs of Medicare	\$84,148,360
TOTAL COMMUNITY BENEFIT PROVIDED Including Unpaid Costs of Medicare	\$157,393,187

¹ Charity Care - Includes traditional charity care/financial assistance to eligible patients at reduced or no cost based upon the individual patient's financial situation.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which costs are determined based on the overall cost to charge ratio. This total includes the Hospital Provider Fees (HPF) paid to the State of California.

³ Costs related to health professions education programs, including graduate medical education and clinical training for students, and research that the hospital supports.

⁴ Includes non-billed activities, such as community education, screenings, support groups and health support services; community benefit operations; and grants and in-kind donations to support community health.

COMMUNITY BENEFIT PLAN FOR FY 2017

In FY16, USC Verdugo Hills Hospital completed a Community Health Needs Assessment in partnership with Glendale Adventist Medical Center and Glendale Memorial Hospital and Health Center. As required by federal IRS guidelines, an Implementation Strategy was developed to address the priority health needs of access to care, cancer, diabetes, mental health, and overweight and obesity. This plan spans the time period 2017-2019. For FY17, the hospital plans to continue to meet the identified priority health needs through a commitment of resources with the following programs and services.

Access to care

Strategies

- Provide financial assistance through both free and discounted care for health care services, consistent with the hospital's financial assistance policy.
- Provide transportation support to increase access to health care services.
- Support primary care providers by offering USC specialty care expertise from the physicians at Keck Medicine of USC.
- Offer free and low-cost health care services (e.g. TB tests, flu shots, mammograms) to reduce disease and disability.

Cancer

Strategies

- Offer cancer support groups for persons with cancer and their caregivers.
- Offer low-cost mammogram screenings.
- Focus efforts to address prostate health among identified underserved communities.
- Provide cancer education, screening and treatment.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent cancer.

Diabetes

Strategies

- Provide diabetes education, screening and treatment.
- Offer health information and referrals to needed services at community health events.
- Increase access to diabetic wound treatment.
- Provide public health education in the media and community health awareness events to encourage healthy behaviors and prevent diabetes.

Mental Health

Strategies

- Provide health education and support groups that offer information, resources and assistance on mental health issues.
- Develop partnerships among USC mental health specialists, primary care providers and community-based mental health service providers to increase screening and treatment of mental health problems.

Overweight and Obesity

Strategies

- Offer community education focused on healthy eating and increased physical activity.
- Offer breastfeeding support and advice to new mothers.
- Provide bariatric support groups to reduce health risk factors.
- Provide free screenings.
- Support community walking programs.

Plan Effectiveness

USC Verdugo Hills Hospital convenes a Community Benefit Advisory Committee (CBAC) that annually reviews the plan and its effectiveness. The CBAC is comprised of hospital and community representatives. It is through the CBAC that we solicit community views on the hospital community benefit plan. The Advisory Committee reports to the Governing Board on community benefit efforts and program effectiveness.

Measuring Impact

USC Verdugo Hills Hospital will monitor and evaluate the programs and activities outlined above. The hospital anticipates that the actions taken to address significant health needs will improve health knowledge, behaviors, and status; increase access to care; and help support good health. The hospital is committed to monitoring key initiatives to assess impact. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.